



**CALIFORNIA PERFORMANCE REVIEW
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The California Association of Area Agencies on Aging (C4A) supports the view outlined in the “Report of the California Performance Review” (CPR) stating California’s organizational structure is chaotic and cumbersome, has no coordinated leadership or management, and its management systems are outdated and ineffective.

No where is this view more evident than in California’s home and community-based services system which has multiple funding streams, varied eligibility criteria, different assessment processes, uncoordinated services, “silos” of services, and fragmented reporting. This system makes it difficult for the consumer to access services, move with ease from one program to another. In addition, it fails to address the needs of the whole person—including the person’s mental, physical, social, and emotional needs.

California’s demographics are rapidly changing. Therefore, it is imperative for California to develop an integrated system of coordinated health, medical, and social services which will address the needs of our changing population. C4A urges the creation of a system that delivers services to adults age 18 and older that insures all persons are provided the necessary support to live independently with dignity and choice. The primary goal of any long term-care system should be to maintain persons in their own home or least restrictive environment.

C4A believes we must create a system that:

- Provides for consumer choice and self-determination;
- Responds to the needs of the individual, their families, and caregivers;
- Provides for home and community-based support;
- Allows equal accessibility to diverse populations regardless of income;
- Delivers appropriate services at the appropriate level;
- Insures a consistent Statewide policy with local control and implementation;
- Commits to quality and accountability in the delivery of services; and
- Allows the consumer to have a voice in designing and monitoring the system.

C4A shares the vision expressed in the CPR that consolidation of department at the State level has the potential to enhance and promote better service delivery at the local level. However, the approach for change should be guided by how systems operate at the local level not driven by functions at the State level.

C4A believes change in the system must allow for:

- Planning strategically for all populations—including the increased aging population;
- Increasing efficiency in programs and services through a single administrative body;
- Designating a single State agency whose goal is to look at emerging trends;
- Addressing multiple service needs;
- Coordinating programs and services to better serve the consumer; and
- Increasing consumer access to information and services.

C4A applauds the Commission's efforts to examine the methods and practices of government. In that light, we strongly support a new structure which promotes better planning, enhances coordination and consolidation of programs and services, makes consumer needs a priority, integrates data reporting and collection in the decision making process, and minimizes administrative duplication.

C4A is committed to working with the various stakeholders and the State Administration in bringing about the necessary changes at the State and local level.

The California Association of Area Agencies on Aging (C4A) representing the 33 Area Agencies on Aging serving older persons throughout California.